

## Sales and Refund Policy

Thank you for shopping at NeuroAffective Touch®. We hope you enjoy our trainings and the products we sell. We also want to make sure you have a fulfilling experience while you are exploring, evaluating, and purchasing our products and registering for our trainings.

As with any shopping experience, there are terms and conditions that apply to transactions at The NeuroAffective Touch® Institute, Inc. (To make it visually easier on both of us, we will refer to this entity as “NATouch™” in this policy).

We'll be as brief as possible. The main thing to remember is that by placing an order or making a purchase at NATouch™, you agree to the terms set forth below along with our [Privacy Policy](#) and [Terms and Conditions of Use](#).

### Nurture to Heal™ Satisfaction Guarantee

Our goal is your complete satisfaction with the Nurture to Heal™ Therapeutic Pillows. If for any reason you are not happy with your purchase, simply return the pillow in its original condition within 18 days of purchase and we will give you a full refund, plain and simple.

This Satisfaction Guarantee applies to Nurture to Heal™ Therapeutic Pillows only.

### Return Policy

We fundamentally believe you will enjoy the products you purchase from NATouch™. That is because we go out of our way to ensure that they are designed and built with love, to be just what you need. We understand, however, that sometimes a product may not be what you expected it to be. In that event, we invite you to review the following terms related to returning a product.

For any undamaged product, simply return it along with the original receipt (or gift receipt) within 18 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method. In addition, please note the following:

- Gift cards, audio and video downloads are not eligible for return.
- In the case of items returned with a gift receipt, NATouch™ will offer you an NATouch™ Gift Card.
- A refund will be issued within 2-3 business days provided the return is in its original, undamaged and unmarked condition, showing no signs of wear or use such as odor from excessive heat or perfumes, skin oil, or lotion stains.

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- No refund will be issued for products damaged by the consumer.
- Refunds will be issued for the product purchase only. No refund will be issued for shipping and handling.
- Return shipping fees are the responsibility of the purchaser.
- For returns, please email [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com) for a return authorization and further instructions.

## Training Refund Policy

This policy applies to all NeuroAffective Touch™ trainings, events, workshops, consultations, and practicums, whether live, online, or recorded (hereto referred to as "Training").

- If NATouch™ cancels a Training, a full refund will be issued.
- If you are denied access to a Training, a full refund will be issued.
- If a training module is rescheduled, tuition will be transferred to the new Training date or to another location of your choice. No refund will be issued.
- If you cancel a Training module at least 21 days before its start date, a full refund will be issued, minus any Stripe, PayPal, or other banking processing fees, along with an \$85 nonrefundable cancellation fee.
- If you cancel a Training module within 20 days of its start date, a 60% refund will be issued minus any Stripe, PayPal, or other banking processing fees, along with an \$85 nonrefundable cancellation fee.
- If you cancel a Training for which tuition was paid in advance, a refund will be issued for the remaining modules, minus Stripe, PayPal, or other banking processing fees.
- No refunds will be issued for no-shows.
- No refunds are provided for missing a portion of a Training module.
- No refunds will be issued if you cancel a cohort case consultation, practicum, or online presentation. A video recording will be available if the event is recorded.
- No refunds will be issued if NATouch™ reschedules a cohort case consultation, practicum, or online presentation. A video recording will be available if the event is recorded.
- All Training cancellations and refund requests must be submitted in writing via email to [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com). For Trainings, cancellation is confirmed upon completion of an exit interview.

## Cohort Transfer Policy

This policy applies to all NeuroAffective Touch® trainings, events, workshops, case consultations, and practicums, whether live, online, or recorded (hereafter referred to as "Training").

- For online Modules 1-3, the transfer fee is \$85.
- For the in-person Parts 1 and 2, as well as Module 4, the transfer fee is \$125.
- Since prices are adjusted annually, transfer applicants are responsible for any difference in tuition.

## Pricing

NATouch™ reserves the right to change prices for products displayed on our websites at any time, and to correct pricing errors that may inadvertently occur. In the event you have been charged more than the posted price for a product from our websites, please contact [victor@neuroaffectivetouch.com](mailto:victor@neuroaffectivetouch.com) for a refund of the overcharge.

Prices shown are in US dollars. If you are paying for your order with an international credit card, the purchase price may fluctuate with exchange rates. In addition, your bank or credit card issuer may also charge you foreign conversion charges and fees, which may also increase the overall cost of your purchase. Please contact your bank or credit card issuer regarding these fees.

Any tax which NATouch™ may be required to pay or collect with respect to the sale, purchase, delivery, transportation, storage, processing, use or consumption of any products described in this policy shall be added to the account of the purchaser.

## Order Acceptance/Confirmation

NATouch™ may, in its sole discretion, refuse or cancel any order and limit order quantity. NATouch™ may also require additional qualifying information prior to accepting or processing any order. Once we receive your order that was placed on our websites, we'll provide you with an email order confirmation. Your receipt of an order confirmation, however, does not signify NATouch™ acceptance of your order, nor does it constitute confirmation of our offer to sell; we are simply confirming that we received your order. NATouch™ reserves the right at any time after receiving your order to accept or decline your order for any reason. If NATouch™ cancels an order after you have already been billed, NATouch™ will refund the billed amount.

## US Shipping & Delivery

Since the actual delivery of your order can be impacted by many events beyond our control once it leaves our facilities, NATouch™ cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth delivery.

### Free shipping

Shipping in the US is free on all orders over \$150.

### Priority shipping

All orders ship with US Postal Service Priority Mail to make sure your order gets to you on time. According to USPS shipping takes 1-3 days.

Most orders will leave our warehouse on the business day after you place your order. We work hard to ship every order as quickly as possible, but sometimes we have to make your product first. All orders will leave our facility within 3 business days after you place your order.

Occasionally, we will confirm ship and delivery times, then learn we are unable to fulfill the order due to low product availability. In these rare cases, we will notify you by email of the new ship and delivery times.

### Shipping Cost

The cost for shipping is calculated and displayed on the Checkout page before you complete your order.

## Pickup at Training

If you select Pickup at Training, your order will be prepared and available for next day pick-up at your training venue.

## International Shipping & Delivery

Since the actual delivery of your order can be impacted by many events beyond our control once it leaves our facilities, NATouch™ cannot be held liable for late deliveries. We will, however, work with you to ensure a smooth delivery.

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## **Shipping**

All orders ship with US Postal Service.

Most orders will leave our warehouse on the business day after you place your order. We work hard to ship every order as quickly as possible, but sometimes we have to make your product first. All orders will leave our facility within 3 business days after you place your order.

Occasionally, we will confirm ship and delivery times, then learn we are unable to fulfill the order due to low product availability. In these rare cases, we will notify by email of the new ship and delivery times.

## **Shipping Cost**

The cost for shipping is calculated and displayed on the Checkout page before you complete your order.

## **Consumers Only**

NATouch™ sells and ships products to end-user customers only, and we reserve the right to refuse or cancel your order if we suspect you are purchasing products for resale. If you want to resell our products, contact [victor@nurturetoheal.com](mailto:victor@nurturetoheal.com).

## **Product Availability and Limitations**

Given the demand and/or supply constraints of some of our products, NATouch™ may have to limit the number of products available for purchase. Trust us, we're making them as fast as we can. NATouch™ reserves the right to change quantities available for purchase at any time, even after you place an order. Furthermore, there may be occasions when NATouch™ confirms your order but subsequently learns that we cannot supply the ordered product. In the event we cannot supply the product you ordered, NATouch™ will cancel the order and refund your purchase price in full.